



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McConnell et al.

Serial No.: **10/645,917**) Art Unit: **2855**

Filed: **August 20, 2003**)

For: **Method and System for Selecting a
Preferred Contact Center Agent Based
on Agent Proficiency and
Performance and Contact Center State**)

INFORMATION DISCLOSURE STATEMENT

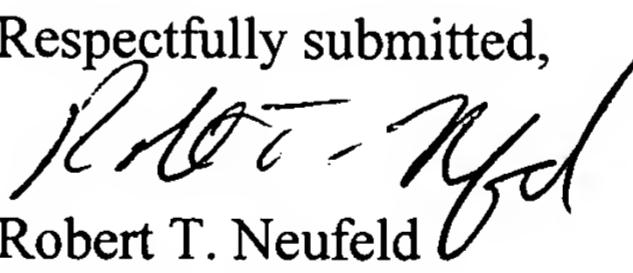
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

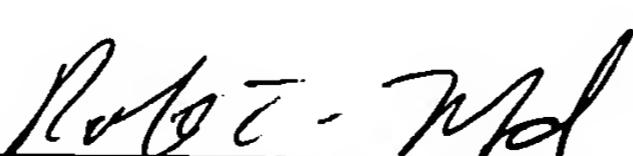
Respectfully submitted,


Robert T. Neufeld

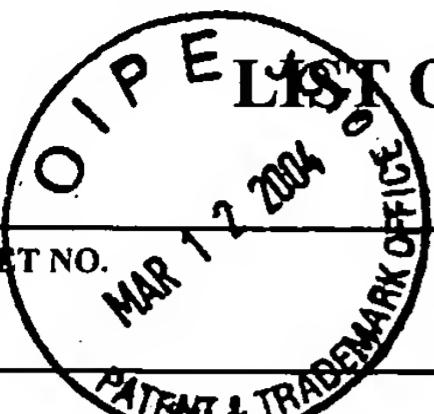
Reg. No. 48,394

King & Spalding LLP
191 Peachtree Street, N.E., 45th Floor
Atlanta, GA 30303
404.572.4600
K&S Docket: 07117.105015 US
3434065

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on March 10, 2004.


Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted



LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105015	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
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APPLICANT McConnell et al.	GROUP 2855
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	6,628,777 B1	9/30/2003	McIlwaine et al.			11/16/1999
AB						
AC						
AD						
AE						
AF						
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EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.